

Water Utilities

300 W. Cotton St. | [Click here for map](#) [1]

The Water Utility Department is responsible for the accurate billing and collection of all City of Longview water, sewer and sanitation accounts with combined revenues of over \$31.8 million dollars annually. Our functions include receiving the scheduled readings of all meters; preparing and sending the monthly billing of over 28,000 accounts; processing and posting various forms of payment to customer's accounts; handling the collection efforts of delinquent accounts, and responding to various customer requests.

In keeping with our commitment to providing excellent customer service, we are pleased to offer a wide range of technological options that provide real time round the clock secure access to account information. These customer service enhancements allow you to obtain account information or make a payment 24 hours a day seven days a week. These added conveniences allow us to keep in touch with customers' needs by extending our hours of operation at a minimal cost and at no charge.

Mission Statement

The Water Utility Department will develop and maintain a competent team of professionals who strive continuously to improve the level of service to our customers through accurate utility billing, increased technological enhancements, and a greater emphasis on customer solutions, while planning for future needs of a growing and diverse community.

Rate Changes for FY 2010 - 2011

The City of Longview has approved rate changes for water and wastewater service for the 2010-2011 Fiscal Year. The new rates have been applied and will appear as part of the October billing cycle, which includes bills sent to customers on October 10, 20, and 30. Please note: the new rates may include September consumption.

[Water Rate Changes Frequently Asked Questions](#) [2] (.pdf)

For more information call: 903-237-1030 | [Contact Us](#) [3]

Source URL: <http://water.longviewtexas.gov/water-utilities>

Links:

- [1] http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16
- [2] http://water.longviewtexas.gov/sites/default/files/files/water/FY10-11_Water_Rate_Changes_FAQ.pdf
- [3] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>